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ILL and UB at Illinois Central College (ICC)

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Who we're doing this for

- ✧ 2,322 square miles (our community district) – in central Illinois (rural)
- ✧ 12,145 students (credit only, Fall 2006)
- ✧ 2,900 classes offered
- ✧ 1,247 Faculty, Staff and Administrators
- ✧ **3 campuses!!!**


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Ordering – the really big picture

- ✧ Faculty, Staff and Students are encouraged to use I-Share themselves for monograph requests – when they do not, we use that as a “training opportunity” and do not fill the request, but show them how to use I-Share instead
- ✧ IF they successfully complete all necessary information, they can also order OCLC materials themselves. (they frequently do not fill out all necessary fields)
- ✧ In all other cases, we intervene and aid as we can


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Receiving – the really big picture

- ✧ Materials arrive and are sorted by the ILL staff (our reference librarians)
- ✧ UB is passed off to Circulation for processing
- ✧ Reference retains OCLC processing


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Why we chose this division of labor

- ✧ Reference was already our ILL area
- ✧ Increase in activity (joining I -Share) meant increased need for staff in resource sharing
- ✧ Physical space constraints
- ✧ 2-year college combined with learning curve to train students removed the likelihood of having students process all of the resources correctly and efficiently


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Ordering – a closer look

- ✧ UB
- ✧ OCLC
 - All takes place through the East Peoria (main) campus librarians
 - ✧ Patron initiated requires review before actually requesting
 - ✧ All requests for periodicals are filed here
- ✧ Ariel for document delivery (through OCLC)
- ✧ Getting our users up to speed on terminology and skills
- ✧ Occasional (rare) fax requests – leftovers from many years in the RSA system


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Receiving – a closer look

- ✧ UB
 - ✧ Notify patrons by e-mail when possible (they seem to like this)
 - ✧ Better tracking and space considerations through circulation
 - ✧ All initial processing happens through the East Peoria (main) campus


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More on Receiving

- ✧ OCLC
 - ✧ Notify patrons by phone
 - ✧ File-box tracking (works relative to the volume of activity)
 - ✧ All Ariel (journal requests) are through OCLC
- ✧ Instruction
 - ✧ Camtasia Modules (<http://www.icc.edu/library/howDoIUseAllThisStuff.asp>) – still constructing/updating more
 - ✧ In-person
 - ✧ To classes
 - ✧ One-on-one

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Pieces unusual to a multi-campus environment

- ✧ Patrons can request pick-up at any of the three campuses when they order the material
 - ✧ Routes from the East Peoria campus to other locations via internal delivery
 - ✧ Limitation – items not as immediately available for pick-up
 - ✧ Limitation – patron not always aware that this is an option
 - ✧ Library staff at other campuses HAVE to be trained for UB to check materials out and return them correctly